

Air Zoo

Position Title: Guest Experience Manager

Supervisor: Director of Experience Fulfillment

Position Objectives: Lead the team that provides the WOW experience by providing beyond outstanding customer service. Setting and maintaining our standards, providing a supportive team environment and exceeding guest expectations with regard to daily front of the house operations.

Status: Exempt

Responsibilities

Team Management Responsibilities

1. Hire, train, and supervise our Guest Experience Ambassadors and Leads. Maintain records of staff performance and counseling and provide the necessary information to the Human Resources Manager. Conduct employee counseling and warning interviews as required and in accordance with organization policies and procedures.
2. Hire, train, and supervise volunteers in areas that support our customer service objectives. Complete records of volunteer performance and counseling and provide the necessary documentation to the Human Resources Manager. Conduct volunteer counseling and warning interviews as required and in accordance with organization policies and procedures.
3. Ensure that staff are informed and knowledgeable regarding the Museum's practices and policies; provide instructions and guidelines to enable staff to perform the functions of their positions while providing a safe environment for all.
4. Develop scheduling standards and practices and oversee the scheduling process to ensure full coverage of front line positions and consistent quality service.

Training

1. In coordination with the Operations Manager, maintain and oversee training standards for Guest Experience Ambassadors and Leads regarding ride and attraction operations. Safety and Customer Service experience standards must be used in determining operational standards, training and procedures.
2. Document, deliver and/or organize training for all Guest Experience Ambassadors, Leads and Volunteers. This training shall provide our Guest Experience staff with the skills and knowledge to surpass expectations. This training shall include:
 - a. Safety
 - b. Superior customer service
 - c. Attractions
 - d. Front desk ticketing (Tessitura)
 - e. Membership Sales (Tessitura)
 - f. Floor management
 - g. Building appearance
3. Coordinates with other departments to implement training necessary for new products and promotions.

Floor Manager Responsibilities

1. Responsible for opening and closing the facility and accurately document this procedure and any issues that may arise during these activities.
2. Oversee daily operations to provide the best and most timely access to attractions and exhibits for Guests. Monitor Guest activity to ensure proper throughput at attractions and exhibits.
3. Oversee daily Guest Experience activities. Utilize well developed administrative and management skills to make decisions, in the best interest of the Air Zoo, its staff and Guests, with or without management assistance.

4. Ability to operate all attractions and provide assistance and support to staff operating this equipment. Provide and coordinate lunch breaks and daily breaks.
5. Must understand and be able to safely operate all security equipment. Must also understand all security and safety policies and procedures and implement them when necessary.
6. Maintain up to date knowledge regarding scheduled events and programs, ticket prices, membership categories and prices, general offerings, organization policies and procedures (all museum programming, pricing an activities)

Other Duties

1. Meet daily with the Operations Manager/Technician to review the status of all equipment and grounds, discussing anything pertinent to the day's operations.
2. Trained to operate all attractions. Must be able to obtain state inspectors license and carry out all duties and responsibilities associated with this designation, including start up and shut down of all attractions and equipment. Fill in for, and assume responsibilities of Attractions staff in their absence.
3. Maintain appropriate cash banks. Understand and be able to execute cash out procedures for all retail areas.
4. Maintain and operate cash register system as it applies to Ticket Counter activities.
5. Stay informed regarding scheduled events and programs, ticket prices, membership categories and prices, general offerings, policies and procedures and be able to communicate this information to customers, volunteers and staff.
6. Recommends changes to procedures to improve customer service.
7. Maintain a general knowledge of policies and practices of the Education and Event/Group Sales Departments and provide support for these departments as needed.
8. Plan and manage the annual departmental budget. Operate customer service activities within approved budget parameters, utilizing the organizations policies and procedures.
9. Assist team members in day-to-day problem solving. Lead and direct the work of others. Provide continual training and support to staff.
10. Ensure that procedures and policies governing customer service are adhered to and implement improved processes or operational policies.
11. Quantity of evening, weekend and holiday hours required.
12. Other duties as assigned by supervisor.

Minimum Education / Experience Required

1. Associates Degree or equivalent in Management or related field; or equivalent combination of training and experience.
2. Minimum of three years Management/Customer Service Experience.
3. Demonstrated problem solving skills; inevitably something will go wrong, being able to quickly solve the issue is required.

Knowledge, Skills and Abilities Required

1. Ability to communicate effectively, both verbally and in writing, with staff, volunteers and public
2. Well-developed administrative and management skills
3. Ability to effectively solve problems
4. Ability to handle stressful situations
5. Ability to interact with the public in a positive and enthusiastic manner
6. Ability to make decisions on behalf of other departments and their supervisors in their absence on weekends.
7. Ability to coordinate activities of others and motivate others through effective leadership and by example
8. Ability to think on their feet and professionally resolve new and unexpected situations.
9. Superior interpersonal skills to foster effective working relationships at all levels
10. Full understanding of customer service philosophy and procedures of the Museum
11. Must possess strong organizational skills
12. Ability to undertake multiple concurrent tasks and work in an environment where interruptions are common
13. Must maintain confidentiality
14. Must be flexible with the ability to work independently and as a team member

15. Well groomed appearance and compliance with the Museum's dress and personal appearance policies
16. Professional work and punctuality habits
17. Demonstrated management of conflict and ability to act in a professional manner
18. Ability to work with a wide diversity of individuals
19. Demonstrate experience coordinating community resources
20. Ability to operate standard office equipment
21. Computer and general office equipment skills (Microsoft Office).
22. Ability to sit, stand, walk or climb stairs/ladders for an extended period of time
23. Will require heavy lifting up to and exceeding 20 pounds
24. Will require ability to pull, push, carry, grasp, reach, stoop, crawl and crouch
25. Ability to spend 50% of time standing, walking or operating experiences.
26. CPR, First Aid and Blood Borne pathogen trained or the ability to successfully complete the training.

Submit Cover letter detailing customer service experience, management skills and experience, and your resume to:

Tamra Stafford
Talent Engagement Manager
tstafford@airzoo.org